

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Santa Clara County Department of Family & Children's Services Date Completed: June 30, 2015

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This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans regarding children and non-minor dependents. Children and non-minor dependents in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law [PL] 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under section 6 (a)-(16). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children and non-minor dependents under state care or supervision who are displaced or adversely affected by a disaster, including children from other states:
Essential Function:	1. Identification and location process of children who may be displaced, including children from other states
Process Description:	<p>Child Welfare:</p> <p>Contact information for responsible caregivers, either substitute care providers or parents, is recorded in CWS/CMS on all children, non-minor dependents families, and caregivers under DFCS care and supervision. This information includes home addresses, at a minimum and, whenever possible, numbers for land line phones, cell phones, work phones, e-mail addresses, and child day care providers. This emergency contact information is specifically requested from:</p> <ul style="list-style-type: none"> • Prospective foster care providers as part of the licensing application process <ul style="list-style-type: none"> ○ This information is kept in hard copy in the Foster Home Licensing Unit files in the case of licensed foster homes. • Emergency Satellite Home (ESH) Caregivers via form “ESH Caregivers and Social Worker Responsibilities (SCZ202).” • Relatives and non-related extended family members (NREFMs) via form “Approval of Family Caregiver Home (SOC815) when completing initial home approvals and annual updates using. • Foster Home caregivers when completing form “Agency/Foster Parents Agreement (SOC156). • RFA (Resource Family Approval) Caregivers during the initial approval process and then annually, if changes, on the Emergency Plan for Resource Family Homes (RFA610B) <p>The DFCS “Placement/Address Change Form (SCZ17)” is used whenever a child is placed into temporary custody or has a change of placement and when a placement status changes. This form includes fields for caregiver emergency contact information which is entered into CWS/CMS on the</p>

Placement Home ID page. In case of disaster, this information can be utilized first to locate and telephonically (if working) assess the safety of all children and non-minor dependents under care or supervision.

DFCS will utilize a combination of data reports generated from SafeMeasures and our local data warehouse, InfoView, to identify the children and non-minor dependents, including ICPC cases, under our care and supervision. Information for children placed through ICPC in Santa Clara County is also included in some of these reports, as are non-minor dependents in Supervised Independent Living Placements (SILPs).

A weekly “Emergency Contact Placement” report lists children and non-minor dependents under DFCS care and supervision that have special medical needs, their health conditions, caregiver address, phone number, etc, and the lists are grouped according to four categories: Extreme condition, considerable condition, moderate condition, and all conditions. This report is available online to all managers and supervisors by accessing the Business Objects InfoView program.

All managers and supervisors are trained in the use of these two databases and are able to generate reports from SafeMeasures and InfoView. These tools can be utilized to view a listing of all children and non-minor dependents supervised by DFCS and their current location/address. SafeMeasures produces a map of the county, which can be utilized to visualize the area’s most affected in a disaster and to estimate the numbers of children and non-minor dependents in DFCS care and supervision residing in the most affected areas. Similarly, Safe Measures provides a state wide map which provides information regarding child from other California counties placed in Santa Clara County and children from Santa Clara County placed in other California counties.

In the event that location of a child is unsuccessful from use of available internal Department accessible contact information, the following resources are available: Disaster Emergency Contact Information, the American Red Cross Safe and Well website, and the Federal Emergency Management Agency (FEMA) National Emergency Family Registry and Locator System (NEFRLS) website.

Juvenile Probation:

Contact information is recorded in the Santa Clara County informal Juvenile records database, Juvenile Automation System (JAS), Juvenile Records System (JRS) and CWS/CMS on all foster

care youth, non-minor dependents families, and caregivers under the Probation Department's care and supervision. This information includes home addresses, at a minimum and, whenever possible, numbers for land line phones, cell phones, work phones, e-mail addresses, and youth care providers. This emergency contact information is specifically requested from:

- Relatives and non-related extended family members (NREFMs) via form "Approval of Family Caregiver Home (SOC815) when completing initial home approvals and annual updates.
- Foster Home caregivers when completing form "Agency/Foster Parents Agreement" (SOC156).
- Private Institutional Placements.
- Out of State or out of County placing agencies.

The Probation Department utilizes the "Foster Care Desk Worksheet", whenever a youth is placed into temporary custody or has a change of placement and when a placement status changes. This worksheet is attached to the Probation file, which includes a face sheet with caregiver emergency contact information. This information can also be found in both JAS and JRS and entered into CWS/CMS on the Placement Home ID page. In case of disaster, this information can be utilized first to locate and telephonically (if working) assess the safety of all youth and non-minor dependents under care or supervision of the Probation Department. In the event access to electronic information is unavailable, the Probation file can be located and a printed hard copy of the minor's face sheet found in section one of the Probation file. The face sheet includes, but is not limited to, all contact information, parental/caregiver contact information, school information, medical and health insurance carriers, specific risks, and individual needs.

There are reports regularly generated by the Information Technology Department (ITD), which can be used to identify the youth and non-minor dependents under the Probation Department's care and supervision, and their caretakers or private institutional placement: the "All Active Cases by PO" report includes all youth participating in out-of-home care programs and the "NMD Status (all)" report, contains contact information about all youth participating in a Transitional Housing Program (THP) or a Supervised Independent Living Program (SILP). This report also includes placement/residence information for non-minor dependents.

In the event that location of a youth is unsuccessful from use of available internal Department accessible contact information, the following resources are available: Disaster Emergency Contact Information, the American Red Cross Safe and Well website, and the Federal Emergency Management Agency (FEMA) National Emergency Family Registry and Locator System (NEFRLS)

	website.
Essential Function:	2. Communication process with child care providers
Process Description:	<p>Child Welfare:</p> <p>Using the aforementioned Contact Information, Disaster Emergency Contact Information, and locator websites, social workers can systematically attempt phone and electronic contact with caretakers of children who are under DFCS care or supervision, until attempts are successful. In the event that telecommunications networks in the local area are congested by increased call volumes and/or damage to network facilities, a high likelihood of call completion can be obtained through Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS). Approximately 20 DFCS staff members are authorized to access the GETS service.</p> <p>If attempts by DFCS staff to contact a caregiver for child under DFCS supervision or a non-minor dependent, a continue to be unsuccessful, social workers can attempt to make in-person contact, as transportation infrastructure and available resources allow, to verify the status of the child and provide services, as needed, to the child and caretaker. If the child, the child's caretaker or non-minor dependent resides or attends school in an area heavily impacted by the disaster, DFCS social worker will contact law enforcement and/or the local fire department to request a welfare check of the residence or last known location of the child.</p> <p>Contact of children and their caregivers by social workers is prioritized according to a combination of factors: disaster area, medical fragility and disability, age, emotional disturbance and need, and placement type. Children in ICPC placement locally would be folded into the same priority categories as the other children in out-of-home placement.</p> <p>The highest priority for contact is children in the most severely impacted area of a disaster. Within that group, and after that group, the priorities are:</p> <ol style="list-style-type: none"> 1. Medically fragile, ranging in importance from extreme to considerable to moderate medical involvement. 2. Children ages 0 to 5. 3. Children placed in RCL 12/13/14 group homes, children receiving RCL 12/13/14

Wraparound, then children in RCL 10/11 group homes, and those receiving RCL10/11 Wraparound, and any other children with high emotional needs, explained below.

4. All other children in out-of-home care, including Kinship Placements
5. All children under DFCS supervision in the care of a parent or guardian.
6. Non-Minor Dependents.

The primary purpose of the contact is to ascertain the immediate safety and wellbeing of the child, to address any immediate needs for the safety and wellbeing of the child, to support the caregiver's ability to provide care, to determine whether the caregiver is able to continue to provide care, and to arrange for alternative care, if needed. All contacts with children and caregivers that are made according to this protocol, whether successful or unsuccessful, are documented in the case.

Information concerning the type and extent of the disaster will be communicated from the County of Santa Clara Office of Emergency Services, and will be transmitted from the Emergency Operations Center, upon its activation by the County Executive, to the Department Operations Center, for implementation of the Continuity of Operations Plan (COOP), to enable the Social Services Agency to resume its essential functions within 12 hours of an emergency, and to sustain continuous operations. DFCS Management and Social Work Supervisors can utilize such information concerning the type and extent of the disaster, as well as information from the RSOE-EDIS (Emergency and Disaster Information Service) website, and other websites, such as USGS and National Weather Service, to map the area(s) most affected by the emergency. Managers can utilize the DFCS InfoView reports and/or Safe Measures applications to determine the geographical location of children under DFCS care and supervision. SafeMeasures provides both a map of the area(s) most affected on a map included in SafeMeasures, according to city and zip code, and how that information compares to the area(s) most affected by the emergency, to determine the scope of children potentially most affected by the emergency.

Information regarding the extent of children's medical conditions preexisting the emergency, ranging from extreme to considerable to moderate involvement, can be obtained from the aforementioned (in A 1) Emergency List Conditions report. If information becomes available that a child has developed medical involvement due to the disaster, the child would be added to an updated Medical List Conditions report.

There is no report directly concerning the most severely emotionally disturbed or needy children. However, such children are most likely to require the highest level of care, group home placements,

Intensive Treatment Foster Care Services (ITFCS) homes, and Wraparound services. Group home placement information is captured in the aforementioned (in A 1) All Children in Out-of-Home Placement report. Children receiving Wraparound services, and those placed in ITFCS homes, are listed in a monthly Wraparound Report, which also identifies the wraparound service provider, and the level of care (e.g. RCL 12-14 vs. RCL 10-11), among other information. During a disaster, as information is obtained by a supervisor that a child is an unaccompanied minor (explained later in this report), or has experienced the loss of a caregiver or family member through death or inability to continue as a caregiver, that child would be added to a list of children with high emotional needs.

Information concerning other children in out-of-home placement and children under DFCS supervision in the care of a parent is available in the aforementioned All Children in Out of Home Placement report (in A 1) and the aforementioned All Active Cases report (in A 1), respectively.

In addition, upon placement of a child, care providers are instructed in placement agreements to contact the Department immediately when there are changes in the child's health, safety, or location. Furthermore, foster parents, group homes, and relative and Non-Relative Extended Family Member (NREFM) caregivers are instructed in placement agreements to contact their social worker in the event of an emergency. When emergencies occur afterhours or weekends, caregivers are instructed to call the Child Abuse and Neglect reporting Center (CANC). Calls to the CANC are answered 24/7/365. In addition, licensed foster parents are instructed to report occurrences involving serious injury to a child or that have an impact on the child's care and supervision to the child's social worker and to the DFCS Licensing Unit, as soon as possible, and no later than the agency's next business day, during normal business hours, by phone or fax. Such incidents include: any injury to any child which requires medical treatment; child absence which threatens the physical or emotional health and safety of a child; fires or explosions on the premises; and catastrophes.

The Santa Clara County Social Services Agency (SSA) has an internet home page, which lists the general information phone number for DFCS. This number is answered during normal business hours, by a receptionist who can direct the call from there to the staff member most appropriate to handle the concern.

Additionally, at the time the relative/non-relative extended family member home approval or, at the time of licensing, in the case of foster homes, caregivers are provided with a list of essential telephone numbers to contact DFCS staff.

Juvenile Probation:

Using the aforementioned Contact Information, Disaster Emergency Contact Information, and locator websites, Probation Officers can systematically attempt phone and electronic contact with caretakers of youth who are under the care or supervision of the Probation Department, until attempts are successful. In the event that telecommunications networks in the local area are congested by increased call volumes and/or damage to network facilities, a high likelihood of call completion can be obtained through Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS).

If contact attempts by a Probation Officer continue to be unsuccessful, the Probation Officer can contact law enforcement or fire departments to request welfare checks at the residence or last known location of the youth, specifically for those areas heavily impacted by the disaster. Whether or not all attempts at contact with the youth and caregiver have been successful, Probation Officers can attempt to make in-person contact, as transportation infrastructure and available resources allow, to verify the status of the youth and provide services, as needed, to the youth and caretaker. In the event telephone contact is unable to be made, a Probation official shall make face to face contact with the youth within 72 hours.

Contact of youth and their caregivers by a Probation Officer is prioritized according to a combination of factors: disaster area, medical fragility and disability, age, emotional disturbance and need, and placement type. Youth placed in Santa Clara County by neighboring Jurisdictions would be folded into the same priority categories as the other youth in out-of-home placement.

The highest priority for contact is youth in the most severely impacted area of a disaster. Within that group, and after that group, the priorities are:

1. Medically fragile, ranging in importance from extreme to considerable to moderate medical involvement.
2. Youth placed in RCL 12/13/14 group homes, youth in RCL 10/11 group homes, those receiving Multi-dimensional Treatment Foster Care (MTFC), and any other youth with high emotional needs, explained below.
3. All other youth in out-of-home care, including Kinship Placements, MTFC, and NREFM.
4. Non-Minor Dependents.

The primary purpose of the contact is to ascertain the immediate safety and wellbeing of the youth, to address any immediate needs for the safety and wellbeing of the youth, to support the caregiver's ability to provide care, to determine whether the caregiver is able to continue to provide care, and to arrange for alternative care, if needed. All contacts with youth and caregivers that are made according to this protocol, whether successful or unsuccessful, are documented in the JAS notes.

Information concerning the type and extent of the disaster will be communicated from the County of Santa Clara Office of Emergency Services, and will be transmitted from the Emergency Operations Center, upon its activation by the County Executive, to the Department Operations Center. Upon activation, the Probation Department shall begin implementation of the Continuity of Operations Plan (COOP), dated June 2015, to enable the Probation Department to resume its essential functions within 12 hours of an emergency, and to sustain continuous operations. Juvenile Services Executive Management Team and Supervising Probation Officers can utilize such information concerning the type and extent of the disaster, as well as information from the RSOE-EDIS (Emergency and Disaster Information Service) website, and other websites, such as USGS and National Weather Service, to map the area(s) most affected by the emergency.

Information regarding the extent of the youth's medical condition preexisting the emergency, ranging from extreme to considerable to moderate involvement, can be compiled by the Information Technology Department (ITD) by utilizing the minor tab in JAS, labeled "Health/Insurance." If information becomes available that the youth has developed medical involvement due to the disaster, the youth would be added to a Medical List Conditions report. In the event access to electronic information is unavailable, the Probation file can be located and a printed hard copy of the minor's face sheet found in section one of the Probation file. The face sheet includes, but is not limited to, all contact information, parental/caregiver contact information, school information, medical and health insurance carriers, specific risks and individual needs.

There is no report directly concerning the most severely emotionally disturbed or needy youth. However, such youth are most likely to require the highest level of care, group home placement, and MTFC homes. Group home placement information is captured in the "detail" section of the youth's face sheet, located in JAS. Youth placed in MTFC homes are listed under the "detail" section of the face sheet, located in JAS, which identifies the service provider, and the level of care, among other information. During a disaster, as information is obtained by a supervisor that a youth is an unaccompanied minor (explained later in this report), or has experienced the loss of a

	<p>caregiver or family member through death or inability to continue as a caregiver, that minor would be added to a list of youth with high emotional needs.</p> <p>In addition, upon placement of a youth, care providers are instructed in placement agreements to contact the Probation Department immediately when there are changes in the child's health, safety, or location. Furthermore, foster parents, group homes, and relative and Non-Relative Extended Family Member (NREFM) caregivers are instructed in placement agreements to contact the Probation Officer in the event of an emergency. When emergencies occur after hours or weekends, caregivers are instructed to call the Probation Department Screening/Intake Desk at telephone number (408) 278-5818. Calls to the Screening/Intake Officer are answered 24/7/365. In addition, licensed foster parents are instructed to report occurrences involving serious injury to a youth or that have an impact on the youth's care and supervision to the Probation Officer, as soon as possible, and no later than the agency's next business day, during normal business hours, by phone or fax. Such incidents include: any injury to any youth which requires medical treatment; youth absence which threatens the physical or emotional health and safety of a minor; fires or explosions on the premises; and catastrophes.</p> <p>The Santa Clara County Probation Department has an internet home page, which lists the general information phone number for the Probation Department. This number is answered during normal business hours, by a receptionist who can direct the call from there to the staff member, Officer of the Day, or Supervisor most appropriate to handle the concern.</p> <p>Additionally, at the time the relative/non-relative extended family member home approval or, at the time of licensing, in the case of foster homes, caregivers are provided with a list of essential telephone numbers to contact the Probation Department and Probation Officer.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>Child Welfare:</p> <p>The determination of whether an impending disaster event may require evacuation of any county offices or of people in the community will be made by the Santa Clara County Office of Emergency Services (OES), and will be communicated by the Emergency Operations Center (EOC), when activated by the County Executive, through the established chain of command and communication, as described in the County of Santa Clara Operational Area Emergency Operations Plan, March,</p>

2008. If it is necessary to do so, the Social Services Agency Director activates the Department Operations Center (DOC), as described in the SSA Continuity of Operations Plan (COOP) - April 2015. As part of the DOC, Facility Safety and Security, in liaison with Central Services, determines building safety, accessibility, and habitability, as described in SSA Emergency Roles, Emergency Operations Center, Department Operations Center, Teams and Functions, January 2014.

If it is determined that evacuation of an agency building is necessary, there is established protocol for evacuation, which is posted on the SSA Protective Services Health and Safety Intranet Site, for reference by all employees. Evacuation maps for each floor of the main buildings are included. Evacuation procedures are practiced by all staff periodically at all SSA buildings, which include Protective Services staff and Fire Department personnel, and Emergency Response Teams (ERT), which members are trained to perform safety sweeps, if necessary. Evacuation procedures include the evacuation of customers, as well as staff.

If it is determined that the evacuation of people in the community is indicated, that will be communicated to the public via established communication protocol, as described in the County of Santa Clara Operational Area Emergency Operations Plan, March, 2008. The Public Information Officer (PIO) at the Emergency Operations Center (EOC) is responsible for issuing press releases and disseminating official announcements. Television, radio, and county/city websites, including 2-1-1 phone number and website (211scc.org), will broadcast important announcements, and the County has, since 2008, implemented an emergency alert service called AlertSCC, to augment the existing emergency communication methods. AlertSCC sends automated simultaneous voice messages to phone numbers included in the emergency and telephone directory databases, which generally include home and business phone numbers, and can also send e-mail and text messages to e-mail addresses and cell phones which users voluntarily register at AlertSCC.com. The system also has the ability to send messages to specific groups of people, and gets a periodic download of information concerning county employees, to be able to send messages tailored to them. AlertSCC messages often refer recipients to 211scc.org for more information.

Agency staff would be expected to take care of evacuating their own families, if they live in the affected areas and there is no-one else available to do so, and to ensure that they are safe, before reporting back to work.

Juvenile Probation:

The determination of whether an impending disaster event may require evacuation of any county offices or of people in the community will be made by the Santa Clara County Office of Emergency Services (OES), and will be communicated by the Emergency Operations Center (EOC), when activated by the County Executive. If it is necessary to do so, the Chief, Assistant Chief, or Deputy Chief Probation Officer activates the Department Operations Center (DOC). As part of the DOC, Facility Safety and Security, in liaison with Central Services, determines building safety, accessibility, and habitability.

If it is determined that evacuation of the Juvenile Probation building is necessary, there is an established protocol for evacuation, which is delineated in the Facility Emergency Plan, Juvenile Probation Building #5900, June 2010, for reference by all employees. Evacuation maps for each floor of the main buildings are included. Evacuation procedures are practiced by all staff periodically at all Probation buildings, which include all Probation staff, Fire Department personnel, and Emergency Response Teams (ERT), which members are trained to perform safety sweeps, if necessary. Evacuation procedures include the evacuation of clients, as well as staff.

If it is determined that the evacuation of people in the community is imminent, that will be communicated to the public via established communication protocol, as described in the County of Santa Clara Operational Area Emergency Operations Plan, March, 2008. The Public Information Officer (PIO) at the Emergency Operations Center (EOC) is responsible for issuing press releases and disseminating official announcements. Television, radio, and county/city websites, including 2-1-1 phone number and website (211scc.org), will broadcast important announcements, and the County has, since 2008, implemented an emergency alert service called AlertSCC, to augment the existing emergency communication methods. AlertSCC sends automated simultaneous voice messages to phone numbers included in the emergency and telephone directory databases, which generally include home and business phone numbers, and can also send e-mail and text messages to e-mail addresses and cell phones which users voluntarily register at AlertSCC.com. The system also has the ability to send messages to specific groups of people, and gets a periodic download of information concerning county employees, to be able to send messages tailored to them. AlertSCC messages often refer recipients to 211scc.org for more information.

Agency staff would be expected to take care of evacuating their own families, if they live in the affected areas and there is no-one else available to do so, and ensure that they are safe, before reporting back to work.

Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	The evacuation procedures are the same as they are for evacuation for events known in advance, as described in A.3, except that there is no contact with children and caretakers in advance of the evacuation. Identification and location of children proceeds as described in A. 1, and communication with children and caretakers proceeds as described in A. 2.
Essential Function:	5. Identification of shelters
Process Description:	<p>Child Welfare:</p> <p>Santa Clara County's Receiving, Assessment and Intake Center (RAIC) presently has the function of temporary care (up to 23 hours, 59 minutes) of children placed in protective custody and staff functions include the assessment of children before immediate release to a parent or placement with relatives, Non-Related Extended Family Members (NREFM), foster homes, or group homes. The facility is capable of providing for the basic needs of children in temporary custody who cannot be safely placed in the community with relatives and other placement providers. The sleeping capacity of the facility is seven to nine children, depending on ages.</p> <p>In the event of a disaster, in which there may be large numbers of unaccompanied children (separated from both parents and other relatives and not being cared for by any adult who by law and custom is responsible for doing so), the primary sites for triaging emergency placement plans of children would become the Family Resource Center at 591 North King Road, San Jose and/or the Social Services Agency Auditorium at 333 West Julian Street, San Jose.</p> <p>According to the County of Santa Clara Mass Care Plan Annex, Care and Shelter of Unaccompanied Minors, January 2015, if the RAIC or primary sites are at capacity, or are not habitable, children will be placed in the following settings, in order of priority: foster family homes, foster family agencies, and then stand-alone shelters. Shelters will be staffed by SSA staff that has undergone the DFCS clearance process. The DFCS Director, RAIC Manager or designee of the RAIC will identify additional staffing and other resources necessary to expand operations. Emergency Satellite Home foster parents will be contacted to determine their ability to care for additional children.</p>

In the event that alternate shelter site(s) are needed, the following characteristics must be considered: kitchen or area that food can be prepared, with stove top, space for microwave, food preparation space, refrigerators, and if possible, freezer; electricity, running water, two bathrooms, common area for day use, minimum three bedrooms that can accommodate two twin beds each, or a large area with moving partitions to separate male and female sleeping; area to store dry food, bottled water, personal hygiene products, towels, bedding, and to wash clothes; first aid kits, fire extinguishers, and personal protective equipment; and, site security, including capability to control egress, and identified emergency exits.

Juvenile Probation:

In the event of a disaster, the designated site for triaging emergency placement plans for youth would become the Juvenile Hall Gymnasium at 840 Guadalupe Parkway, San Jose.

The Santa Clara County Juvenile Hall, presently has the capacity to provide temporary care of youth placed in the facility and the Screening/Intake Officer provides an assessment of the youth before safely releasing to a parent, caregiver, placement with relatives, Non-Related Extended Family Members (NREFM), foster homes, or group homes. The facility is capable of providing for the basic needs of youth in temporary custody who cannot be safely placed in the community with relatives and other placement providers. The sleeping capacity of the facility is three hundred and ninety youth, depending on ages.

In the event the primary sites are at capacity, or are not habitable, youth will be assessed in the following setting: The Juvenile Rehabilitative facility- James Ranch at 19050 Malaguerra Avenue, Morgan Hill. The facility is staffed by Probation Counselors who have undergone and passed the background clearance process. The Chief, Assistance Chief Probation Officer, or designee of the Probation Department will identify additional staffing and other resources necessary to expand operations.

In the event the above site(s) are needed, the following characteristics must be considered: kitchen or area that food can be prepared, with stove top, space for microwave, food preparation space, refrigerators, and if possible, freezer; electricity, running water, two bathrooms, common area for day use, minimum three bedrooms that can accommodate two twin beds each, or a large area with moving partitions to separate male and female sleeping; area to store dry food, bottled water,

	personal hygiene products, towels, bedding, and to wash clothes; first aid kits, fire extinguishers, and personal protective equipment; and, site security, including capability to control egress, and identified emergency exits.
Essential Function:	6. Parental notification procedures
Process Description:	<p>Child Welfare: Santa Clara County's response will be dependent upon the scope and magnitude of the disaster.</p> <p>In an instance where a disaster is contained to specific area, the assigned social workers will be responsible for providing notification of all parents whose children are in care. However, if the disaster is widespread, the Department of Family and Children's Services may implement a coordinated approach by assigning DFCS social work staff, and if necessary other DFCS staff, as appropriate, to contact the parents of child in care and notify them of their status. If necessary, the highest priority for contact will be:</p> <ul style="list-style-type: none"> • Parents whose children may have been injured as a result of the disaster • Parents who have called seeking information on the status of their children • Parents of other children in care <p>Notification will be made by the assigned social worker or other designated DFCS social work staff.</p> <p>Juvenile Probation: Following a disaster, the Probation Department will make reasonable efforts to contact biological parents and/or the legal guardian or caregiver of the youth to provide information about the status of their child as it becomes available. Identification and location of the legal parent /guardian/caregiver proceeds as described for the youth and caregiver in A. 2. However, the highest priority will be ensuring the safety and well-being of the youth already in out-of-home placement.</p>
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>Child Welfare: According to Santa Clara County SSA Staff Emergency Roles, Emergency Operations Center,</p>

Department Operations Center, Teams and Functions- January 2014, a Department Operations Center (DOC) is activated by the SSA Director. There are eight positions at the DOC when fully operational. Positions are activated depending on the level of emergency. Part of the responsibility of the DOC is to initiate the Continuity of Operations Plan (COOP), determine which essential functions to implement, and identify personnel support needs. Some other functions are to determine building habitability, restore utilities and communications, and assess supply needs and distribute supplies. Different classifications of staff have different functions when the DOC is activated, to ensure provision of continued services.

The Santa Clara County Continuity of Operations Plan (COOP), Social Services Agency-April 2015, documents the basic information, procedures, and guidance which will enable the SSA to resume its essential functions within 12 hours of an emergency and to sustain continuous operations. Among other things, it delineates essential functions and activities. For the Department of Family and Children's Services (DFCS), essential functions that must continue and are enhanced in the event of an emergency are: Child Abuse and Neglect Reporting Center (CANC), Receiving, Assessment & Intake Center (RAIC), Emergency Response, Dependency Intake, and Placement Services. Other essential functions that must continue are: Voluntary Family Maintenance, Informal Supervision, Court Family Maintenance, Family Reunification, Permanency Planning, and Joint Decision Making. The COOP also identifies alternate sites, vital records, critical systems, communication resources, and numbers of people needed for each function. The COOP also defines the order of succession of authority for each essential function in the event that the responsible or assigned director/manager may be part of the Emergency or Department Operations Center or may be incapacitated or unavailable for other reasons. The COOP also identifies devolution, the capability to transfer statutory authority and responsibility for essential functions from a department's primary operating staff and facilities to employees and facilities of other departments within the County.

The Continuity of Operations Plan (COOP) also identifies the systems, computer applications, and equipment that are essential for departments to maintain critical services. A system, application, or piece of equipment is vital if it is necessary to perform essential functions. Accordingly, the COOP identifies each vital system/application/equipment; the essential function it supports; the current location; and its backup/redundancy.

The COOP also identifies communications equipment and systems necessary to support essential functions, and the numbers available at alternate locations, with emphasis on those facilities that have back-up electric power generators (333 W. Julian St., San Jose, and 1877 Senter Rd., San

Jose).

The Santa Clara County Office of County Counsel has a Continuity of Operations Plan, which addresses the number of attorneys needed for ongoing legal support to DFCS, with particular focus on providing legal advice for the essential front-end services of the Child Abuse and Neglect Reporting Center (CANC) and Afterhours (24/7/365 call screening and Joint Response), and Emergency Response (ER) Program.

The Social Services Agency continues working to establish and foster coordination with the Juvenile Probation Department as their Disaster Response Plan develops.

Following a disaster, Child Welfare Services offices may be unable to meet all State and Federal regulations within mandated timeframes.

A current Standing Order of the Superior Court of California, County of Santa Clara, Ordinary Medical, Mental Health, and Dental Treatment for Juvenile Justice and Dependent Children and Youth in Temporary and Out of Home Placement, dated 2/4/2010, can be used for social workers and probation officers to sign consent forms for provision of such care when parents are not available to authorize care, and delay in treatment would be detrimental.

Further, as noted in the Standing Order, pursuant to Health & Safety Code, § 1317; Welf. & Inst. Code, § 369, subd.(d); Bus. & Prof. Code, § 2397; and Fam. Code, § 6920 et seq.), a medical provider has legal authority to provide treatment and care when there is an emergency, or treatment is authorized under “minor’s consent laws.

The plan in the County of Santa Clara Mass Care Plan Annex, Care and Shelter of Unaccompanied Minors – January 2015, if FAX machines are not operational, is for the use of internal mail systems or messenger to be utilized to communicate between county government entities, such as requesting criminal background checks from the Sheriff’s Office. These checks are necessary for the assessment of prospective relative and Non-Relative Extended Family Members (NREFM) placements for children and for investigating parents suspected of child abuse.

Websites that can be utilized during disasters to augment usual family and child finding resources have already been described in sections A. 1 and A. 6 of this plan. Likewise, resources that can be used to increase the likelihood of completion of phone calls during a disaster have been described in sections A. 2 and A. 6 of this report.

Back up computer server, which enables access to CWS/CMS, has been installed at another Social Services Agency Office located at 1867 Senter Rd.

Juvenile Probation:

According to Santa Clara County Continuity of Operations Plan (COOP), Probation Department, June 2015, a Department Operations Center (DOC) is activated by the Chief, Assistant Chief or Deputy Chief Probation Officer. There are several positions at the DOC when fully operational. Positions are activated depending on the level of emergency. Part of the responsibility of the DOC is to initiate the Continuity of Operations Plan (COOP), determine which essential functions to implement, and identify personnel support needs. Some other functions are to determine building habitability, restore utilities and communications, and assess supply needs and distribute supplies. Different classifications of staff may have different functions when the DOC is activated, to ensure provision of continued services.

The Santa Clara County Continuity of Operations Plan (COOP), Probation Department, June 2015, documents the basic information, procedures, and guidance which will enable the Probation Department to resume its essential functions within 12 hours of an emergency and to sustain continuous operations. Among other things, it delineates essential functions and activities. For the Juvenile Probation Department, essential functions that must continue and are enhanced in the event of an emergency are: Juvenile Hall, the Juvenile rehabilitative facilities, Screening Intake, and Placement Services. Other essential functions that must continue are: Custodial supervision, Formal Supervision, Family Reunification and Permanency Planning. The COOP also identifies alternate sites, vital records, critical systems, communication resources, and numbers of people needed for each function. The COOP also defines the order of succession of authority for each essential function in the event that the responsible or assigned chief/manager may be part of the Emergency or Department Operations Center or may be incapacitated or unavailable for other reasons. The COOP also identifies devolution, the capability to transfer statutory authority and responsibility for essential functions from a department's primary operating staff and facilities to employees and facilities of other departments within the County.

The Continuity of Operations Plan (COOP) also identifies the systems, computer applications, and equipment that are essential for departments to maintain critical services. A system, application, or piece of equipment is vital if it is necessary to perform essential functions. Accordingly, the COOP identifies each vital system/application/equipment; the essential function it supports; the current

location; and its backup/redundancy.

The COOP also identifies communications equipment and systems necessary to support essential functions, and the numbers available at alternate locations, with emphasis on those facilities that have back-up electric power generators (Adult Probation at 2314 N. First Street, San Jose, Juvenile Probation at 840 Guadalupe Parkway, San Jose, and the Information System's Department at 1555 Berger Drive, San Jose).

The Santa Clara County Office of County Counsel has a Continuity of Operations Plan, which addresses the number of attorneys needed for ongoing legal support to the Probation Department, with particular focus on providing legal advice for the essential front-end services of the Screening Intake Desk and Afterhours (24/7/365 Juvenile Hall Police Admissions).

The Probation Department continues working to establish and foster coordination with the Department of Social Services as their Disaster Response Plan becomes finalized.

Following a disaster, the Probation Department may be unable to temporarily meet all State and Federal regulations within mandated timeframes.

A current Standing Order of the Superior Court of California, County of Santa Clara, Ordinary Medical, Mental Health, and Dental Treatment for Juvenile Justice and Dependent Children and Youth in Temporary and Out of Home Placement, dated 2/4/2010, can be used for social workers and probation officers to sign consent forms for provision of such care when parents are not available to authorize care, and delay in treatment would be detrimental. Further, as noted in the Standing Order, pursuant to Health & Safety Code, § 1317; Welf. & Inst. Code, § 369, subd.(d); Bus. & Prof. Code, § 2397; and Fam. Code, § 6920 et seq.), a medical provider has legal authority to provide treatment and care when there is an emergency, or treatment is authorized under "minor's consent laws".

Websites that can be utilized during disasters to augment usual family and child finding resources have already been described in sections A. 1 and A. 6 of this plan. Likewise, resources that can be used to increase the likelihood of completion of phone calls during a disaster have been described in sections A. 2 and A. 6 of this report.

Essential Function:	8. Staff assignment process
Process Description:	<p>Child Welfare:</p> <p>As stated in the previous section, the Santa Clara County Continuity of Operations Plan (COOP), Social Services Agency, September 2013, delineates essential functions, and the numbers of people needed for each function.</p> <p>The Santa Clara County SSA Staff Emergency Roles, Emergency Operations Center, Department Operations Center (DOC), Teams and Functions, updated January 2014, includes a list outlining the order of succession for Emergency Operations Staff. This document also indicates that Departmental Directors, Program Managers, Supervisors, and other staff have functions when the DOC is activated. For example, Departmental Directors activate Departmental Emergency Plans, prioritize and ensure that essential functions are activated, and coordinate staff deployment, maintaining oversight of the dispatch of staff between departments and as Disaster Service Workers. Social Services Program Managers notify departmental administration of the need for additional staff to perform essential functions. The Social Services Program Managers and Social Work Supervisors identify staff that may be dispatched to other departments to provide assistance necessary for the performance of essential functions, or as Disaster Service Workers. Managers at all levels maintain logs of staff reporting for duty, track locations of staff dispatched, and maintain emergency contact information for direct reports. Other staff are to perform their day-to-day functions unless otherwise notified, report to emergency assignments as directed, and keep supervisors informed of work locations and assignments. Staff performing non-essential functions, or functions with less focus, or which can be delayed up to 30 days (e.g. Differential Response Paths 1,2, and 4; Foster Care Licensing, Adoption Home Study, Adoption Finalization, per the COOP) can be reassigned to essential functions.</p> <p>All government employees, including DFCS staff, are designated by law as Disaster Service Workers in the event of a disaster. When a disaster is declared, Disaster Service Workers may be assigned to perform duties, outside of department operations, which promote the protection of public health and safety, or the preservation of lives and property. DFCS staff responsibilities may change as reasonable and necessary to help to fulfill legally mandated response. In addition, DFCS has some staff (list maintained by the SSA Disaster Service Worker Coordinator) who are trained by the American Red Cross in Shelter Operations. However, it is likely that most DFCS employees will be absorbed into SSA Continuity of Operations, and will be engaged in performing essential functions of the Department.</p> <p>Juvenile Probation:</p>

	<p>The Santa Clara County Continuity of Operations Plan (COOP), Probation Department, June 2015, delineates essential functions, and the numbers of people needed for each function. This document also indicates that Probation Managers, Supervisors, and other staff have specific functions when the DOC is activated. For example, the Chief, Assistant Chief and Deputy Chief Probation Officers activate Departmental Emergency Plans, prioritize and ensure that essential functions are activated, and coordinate staff deployment, maintaining oversight of the dispatch of staff between departments and Disaster Service Workers. Juvenile Service Managers notify departmental Supervisors of the need for additional staff to perform essential functions. The Juvenile Services Managers and Supervising Probation Officers identify staff that may be dispatched to other departments to provide assistance necessary for the performance of essential functions, or as Disaster Service Workers. Managers at all levels maintain logs of staff reporting for duty, track locations of staff dispatched, and maintain emergency contact information for direct reports. Other staff perform their day-to-day functions unless otherwise notified, report to emergency assignments as directed, and keep supervisors informed of work locations and assignments. Staff performing non-essential functions, or functions with less focus, or which can be delayed up to 30 days can be reassigned to essential functions.</p> <p>All government employees, including Probation staff, are designated by law as Disaster Service Workers in the event of a disaster. When a disaster is declared, Disaster Service Workers may be assigned to perform duties, outside of department operations, which promote the protection of public health and safety, or the preservation of lives and property. Probation Officers responsibilities may change as reasonable and necessary to help to fulfill legally mandated response. In addition, the Probation Department have some staff who are trained by the American Red Cross in Disaster Operations. However, it is likely that most Probation Officers will be absorbed into the Continuity of Operations Plan, and will be engaged in performing essential functions of the Department</p>
Essential Function:	9. Workload planning
Process Description:	<p>Child Welfare:</p> <p>In the event of a disaster, the highest priority will be ensuring the safety and well-being of the children already in out-of-home placement, beginning with the medically and emotionally fragile, and of unaccompanied minors. After that, staff will be assigned as necessary to maintain continuity of operations for existing and new clients, at least for essential functions, and to fulfill the agency's disaster response functions to the community.</p> <p>Juvenile Probation:</p>

	In the event of a disaster, the highest priority will be ensuring the safety and well-being of the youth already in out-of-home placement, beginning with the medically and emotionally fragile, and unaccompanied minors. After that, staff will be assigned as necessary to maintain continuity of operations for existing out of home youth and youth placed by out of county agencies, and to fulfill the agency's disaster response functions to the community.
Essential Function:	10. Alternative locations for operations
Process Description:	<p>Child Welfare:</p> <p>According to the Santa Clara County Social Services Agency, Staff Emergency Roles, Emergency Operations Center, Department Operations Center, Teams and Functions, Updated January 2014, the Department Operations Center (DOC) is activated by the SSA Director. The primary function of the DOC is to ensure that SSA departments are still running, and to provide liaison and information to the Emergency Operations Center (EOC) of the County. The DOC is located in the Directors Conference Room (DCR) on the fifth floor, 333 Julian Street, San Jose. If the Julian Campus is inaccessible, the DOC moves to 1867 Senter Road, San Jose (Application Assistance Center).</p> <p>DFCS operations are normally conducted from 373 Julian Street, San Jose. According to the Santa Clara County Continuity of Operations Plan (COOP), Social Services Agency – April 2015, the alternative site for DFCS functions is the Medi-Cal Service Center at 1877 Senter Road, San Jose.</p> <p>Juvenile Probation:</p> <p>The primary function of the DOC is to ensure that the Probation Department is still running, and to provide liaison and information to the Emergency Operations Center (EOC) of the County. The DOC is located in the Fourth Floor Conference Room of the Juvenile Probation Building, 840 Guadalupe Parkway, San Jose. If the Juvenile Probation Building is inaccessible, the DOC moves to 2314 N. First Street, San Jose (Adult Probation Building).</p> <p>Juvenile Probation Services operations are normally conducted from 840 Guadalupe Parkway, San Jose. According to the Santa Clara County Continuity of Operations Plan (COOP), Probation Department, June 2015, the alternative site for Probation functions is the Holden Training Center at 19050 Malaguerra Avenue, Morgan Hill.</p>
Essential Function:	11. Orientation and ongoing training

Process Description:**Child Welfare:**

The Social Services Agency is currently working on a plan to introduce all staff to the Continuity of Operations Plan, and to train Essential Function Managers on assigned roles and responsibilities in case the Department Operations Center is activated in a disaster/emergency. The Social Services Agency is also developing a plan to cross-train alternate and non-essential staff in the activities and tasks required to carry out the essential functions of the agency. Alternate staff for each essential function is identified in the Continuity of Operations Plan (COOP), County of Santa Clara Social Services Agency- April 2015.

In 2010, the Social Services Agency provided training to all county employees in their roles and responsibilities as Disaster Services Workers. DFCS presented the information in All Staff Trainings, in which all staff members were required to attend. Each staff member was given a County of Santa Clara Disaster Service Worker Pocket Guide, for reference in a disaster. Topics include: the County's role in a disaster; the role of a Disaster Service Worker; preparation to be a Disaster Service Worker; employee emergency readiness, including disaster preparedness tips, what to do during a disaster, assembling a work ready-to-go bag, and building a home disaster supply kit; public and employee notification; continuity of operations program (COOP); Disaster Service Worker orientation; community emergency response team (CERT) training; standard first aid, CPR, and automated external defibrillator (AED) courses; and where to find more information. Since 2010, the County requires that new hires receive online training in the County's emergency operations overview, including the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the Incident Command System (ICS). This training includes a video describing the role of the Disaster Services Worker. Explanation of these systems is also available in the Santa Clara County Operational Area Emergency Operations Plan, March, 2008, on the website of the county's Office of Emergency Services.

Juvenile Probation:

The Probation Department is currently working on training the Executive Management Team on assigned roles and responsibilities in case the Department Operations Center (DOC) is activated in a disaster/emergency. The Probation Department is also developing a plan to cross-train staff in the activities and tasks required to carry out the essential functions of the agency.

The Probation Department provides continuous training to all county employees defining their roles and responsibilities as Disaster Services Workers. The Probation Department has presented the information in staff trainings, in which all staff members are required to attend. Each staff member has been given a County of Santa Clara Disaster Service Worker Guide, for reference in a disaster.

	Topics include: the County's role in a disaster; the role of a Disaster Service Worker; preparation to be a Disaster Service Worker; employee emergency readiness, including disaster preparedness tips, what to do during a disaster, assembling a work ready-to-go bag, and building a home disaster supply kit; public and employee notification; standard first aid, CPR, and automated external defibrillator (AED) courses; and where to find more information. Since 2010, the County requires that new hires receive online training in the County's emergency operations overview, including the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the Incident Command System (ICS). Explanation of these systems is also available in the Santa Clara County Operational Area Emergency Operations Plan, March, 2008, on the website of the County's Office of Emergency Services.
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. Investigation process
Process Description:	<p>In the time of disaster, the DFCS may likely be called upon to work with state and/or local agencies to address the needs of unaccompanied minors, who have been separated from their responsible adult caregiver, while continuing to respond to and investigate allegations of abuse and/or neglect.</p> <p>In the event of an emergency or natural disaster, the DFCS staff will be re-assigned as needed to ensure critical department operations continue. Available Emergency Response Social Workers, as well as other staff trained in responding to emergency response referrals, will investigate allegations of abuse and/or neglect received from the community. Similarly, if necessary agency and department staff trained in Dependency Investigations (DI) will be utilized to assist social work staff currently assigned to DI.</p>
Essential Function:	2. Determine circumstances surrounding the child's potential entrance
Process Description:	During a disaster, referrals/cases coming into the DFCS will be designated UM-unaccompanied minor to differentiate their status from a child welfare case. All established Santa Clara DFCS policies and procedures for assessing and investigating abuse and/or neglect will continue to the extent possible. Emergency Response and Dependency Investigations Social Workers, who will be assigned investigate both unaccompanied minor cases and new child welfare referrals, will assess the level of intervention required to protect the child and ensure their safety while strengthening and supporting the family, if necessary. Such intervention could include the need to request a protective custody warrant pursuant to WIC§ 300, unless exigent circumstances exist.

	When a child is placed into protective custody to WIC §306, a petition will be filed with the juvenile court pursuant to WIC §332, unless the child can safely be released to a parent or legal guardian. Pursuant to WIC §313 and §315, a petition shall be filed with the Juvenile Dependency Court within 48 business hours from the time the child was put into protective custody and a detention hearing shall be held the next judicial day.
Essential Function:	3. Implementation process for providing new services
Process Description:	The DFCS will work with contracted community agencies as well as other county agencies that provide an array of services to children and parents served by the DFCS in Santa Clara County to develop a coordinated response plan to support continued and new services in the event of a disaster. The services provided by these agencies include but are not limited to the following: foster placement, mental health services, substance abuse treatment services, medical services, educational services. These coordinated plans will include emergency contact information for the contract agencies leadership and program management staff, alternate means of communication, including referral processes, between the agencies.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	The DFCS will continue to refer to and coordinate services through contracted community-based agencies and other county agencies that provide an array of services designed to support reunification, including but not limited to, mental health services, substance abuse treatment services, medical services, parenting education services, support groups, housing assistance, placement, emergency housing and domestic violence services.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors and unaccompanied non-minor dependents: <i>(Per CDSS, “unaccompanied non-minor dependents “are dependent adults, who may as the result of the disaster are without a responsible caregiver.)</i>
Essential Function:	1. Structure – child welfare personnel
Process Description:	The DFCS personnel who have the appropriate training and background clearances may be re-assigned to provide temporary care and supervision of unaccompanied minors. Additionally, trained

	<p>staff may be assigned as necessary, to investigate circumstances of the unaccompanied minor, including efforts to locate the responsible adult for the minor.</p> <p>Dependent adults who may without a responsible caregiver as the result of the disaster will be served by Adult Protective Services and/or the Public Guardians office.</p>
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	<p>When possible, the DFCS will first attempt utilized bi-lingual social work staff to provide care for unaccompanied minors whose primary language is other than English. If unable to meet this need with department staff, DFCS will utilize certified interpreters, staff from other government (i.e. law enforcement) or community agencies who can provide translation services or the Language Line.</p> <p>The County of Santa Clara Public Information Officer (PIO) at the Emergency Operations Center (EOC) is responsible for speaking to media outlets (television, radio, and print), issuing press releases and handling other aspects of public relations at the EOC (including languages other than English). The SSA will provide the PIO with messaging on unaccompanied minors. Information may be disseminated to media outlets and/or the County website. Messages will be given via radio when other communication channels are down.</p>
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	<p>Intakes of unaccompanied minors will be sent to Emergency Response or Dependency Investigations Bureau for investigation of the circumstances that caused them to come to the attention of the DFCS and family finding efforts will begin immediately. During this phase of the case, the Social Worker will make a request to the Receiving, Assessment and Intake Center (RAIC) social work staff, which will use all of the family finding tools available to search for relatives of the child. In addition to the DFCS internal tools, the websites safe&well.com, available through the Red Cross and the National Family & Child Locator from FEMA can also be used to search for family members. If during this time, the Responsible Adults can be identified and the children returned to their care. The Responsible Adults must show a form of government issued Identification before the children can be returned to them. The children, when of an appropriate age, must also agree to be returned to the presenting Responsible Adults. All information gathered by the DFCS staff regarding an unaccompanied minor will be handled in accordance with the DFCS Policy and Procedure and State Law regarding confidentiality.</p> <p>If the Responsible Adult is not located within 24 hours, then the child will be placed into protective custody pursuant to WIC §306 and a petition will be filed with the juvenile court pursuant to WIC</p>

	<p>§332. Pursuant to WIC §313 and §315, a petition shall be filed with the Juvenile Dependency Court within 48 business hours from the time the child was put into protective custody and a detention hearing shall be held the next judicial day. Family finding efforts as detailed above will continue.</p> <p>If relatives or Non-Relative Extended Family Members (NREFM) are found that can care for the child during this time period, and they meet the standards set forth in WIC 309 (d) then the recommendation to the Court will be to release the child to the relative or NREFM and to authorize referrals for services including a referral to a mental health provider, family coaching, parenting, mentoring, and intensive in-home family education, as needed.</p> <p>If a child is from out of state or out of county, the appropriate authorities in that child's jurisdiction will be contacted and the return of the child to his/her county or state of residence will be arranged.</p>
Essential Description:	4. Assess and make a determination within 30 days
	<p>If the parents or relatives have not been found by the time of the Jurisdictional/Dispositional Hearings, the Social Worker will recommend that the Court order Family Reunification Services. All efforts to locate the minor's Responsible Adult as well as to search for family members will continue. Any relative that is found will be contacted and all efforts will be made to place the child with this family member. Throughout the life of the case, the Social Worker will continue to search for the Responsible Adult. If the Responsible Adult is found, the Social Worker will determine the ability of the Responsible Adult to be reunited with his or her child. The Social Worker should recommend return of the child to his or her Responsible Adult if the Social Worker assesses that such a return would not create a substantial risk or detriment to the safety, protection, or physical or emotional wellbeing of the child. If the Social Worker assesses that no further judicial involvement is necessary, he or she will recommend dismissal of the case. The family may be offered after-care services.</p> <p>If the Responsible Adult is determined to be deceased, the Social Worker will ask the Court to terminate reunification services, and set a selection and implementation hearing. At this hearing, the Social Worker will recommend a permanent plan of adoption or legal guardianship by a relative or NREFM. However, if all efforts for a permanent plan have been exhausted with relatives and NREFMs, the Social Worker will then recommend a permanent plan of adoption through the DFCS adoptions matching process.</p>

CWS Disaster Response Criteria D:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	<p>According to Santa Clara County Social Services Agency, Staff Emergency Roles, Emergency Operations Center, Department Operations Center, Teams and Functions- January 2014, SSA has seven positions on the Department Operations Center (DOC) when fully operational. Positions are activated depending on the level of emergency. The positions are: DOC Chief: liaison with Emergency Operations Center (EOC); Disaster Services Worker (DSW)/Mass Care and Shelter: liaison with EOC Public Welfare Branch Chief; Departmental Operations: liaison with directors; Facility Safety and Security: liaison with Central Services; Phones and Data: liaison with Information Systems (IS) and Central Services; Logistics (Supplies); and, Planning and Intelligence. The DSW/Mass Care Coordinator manages the Disaster Service Worker volunteers. This position reports to, and remains stationed at, the DOC. The Department of Employment and Benefits Services (DEBS), the Department of Family and Children's Services (DFCS), and the Department of Adult and Aging Services (DAAS), each have an assigned Departmental Liaison. The Liaison remains stationed at the Julian campus, or at the alternate location. Each position has a primary designee, a secondary designee, and at least one back-up. Departmental Directors report to and remain stationed at SSA's DOC, located at 333 West Julian Street, San Jose, or an alternate location, 1867 Senter Road, San Jose. Social Services Program Managers (SSPMs), Supervisors, and Staff report to and remain stationed at their day-to-day work locations or alternate locations.</p>
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	<p>According to the Continuity of Operations Plan (COOP), County of Santa Clara Social Services Agency-April 2015, a DFCS Phone Tree (as well as All Staff e-mail distribution lists, intranet sites, and SSA Employee Emergency Response Hotline) is utilized to inform all staff regarding the nature and scope of a disaster, reporting requirements, building and program status. Each Supervisory unit within DFCS has an emergency phone tree, which lists all contact numbers for each staff member who directly reports to that supervisor. In the event of an emergency, the phone tree is initiated by the DFCS Director to the Management Team members reporting to the Director. Program Managers then initiate their phone tree for contacting supervisors who report to them, and supervisors initiate phone trees with the staff who report to them, with the last person on the phone tree reporting back to the supervisor.</p>

	As was previously discussed (in A. 8), each supervisor and manager maintains a log of all staff reporting for duty, tracks the location of all staff dispatched, and maintains up-to-date emergency contact information for all direct reports. Supervisors are reminded to update their phone trees monthly at each bureau meeting.
Essential Function:	3. Communication structure – contracted services
Process Description:	<p>According to the Continuity of Operations Plan (COOP), County of Santa Clara Social Services Agency-April 2015, upon activation of the COOP, internal and external organizations are notified of relocation status. The Red Cross Director of Response is contacted to assess needs for assistance, and to coordinate care and shelter planning. The County Mental Health Department, County Probation Department, Bill Wilson Center, Alum Rock Counseling Center, Community Solutions, and HomeFirst (formerly Emergency Housing Consortium (EHC) LifeBuilders) are contacted to coordinate responses. The Law Enforcement Liaison contacts all law enforcement jurisdictions to coordinate investigation responses.</p> <p>All of the contractors will be notified through an e-mail distribution process in the event of an emergency.</p>
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p>According to the County of Santa Clara Operational Area Emergency Operations Plan, March 2008, there are several communications systems that could be utilized at the county, or larger, level, in the event of a disaster. These include: Emergency Alert System (EAS); National Warning and Alerting System (NAWAS); NOAA Weather Radio (NWR); California Warning and Alerting System (CALWAS); Emergency Digital Information Systems (EDIS), Operational Area Satellite Information Systems (OASIS), California Integrated Seismic Network (CISN); and ARES/RACES amateur radio operators.</p> <p>Other communications systems that have been mentioned previously in this plan are: Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS), (in A. 2 and A. 6), SSA internet home page, and DFCS internet home page (in A. 2), television, radio, 2-1-1 phone number and website, and AlertSCC mass notification system (in A. 3), messengers (in A. 7), phone tree (in C. 2), and e-mail (in A. 2 and C. 3).</p>

	<p>An SSA Employee Emergency Response information card is distributed to all Social Services Agency (SSA) Employees. It gives employees instructions on what to do to in an emergency, and contains a Hotline number (1-877-316-0965) for employees to call in an emergency, to get Agency updates and employee reporting instructions. It also contains radio station frequencies to tune to get instructions.</p> <p>The DFCS Director, and three other upper level managers in SSA have satellite phones to use if other communication methods are inoperable.</p>
Essential Function:	5. Communication frequency
Process Description:	Updates can be at least daily, and as frequent as circumstances change.
Essential Function:	6. Communication with media
Process Description:	<p>According to the County of Santa Clara Operational Area Emergency Operations Plan, March 2008, the Public Information Officer (PIO) at the County Emergency Operations Center has the responsibility for alerting and having ongoing communications with the public, and such notifications may be by television and radio broadcasts.</p> <p>According to the Santa Clara County Social Services Agency Staff Emergency Roles, Emergency Operations Center, Department Operations Center, Teams and Functions - January 2014, the Department Operations Center (DOC) Chief is the liaison with the Emergency Operations Center (EOC), and has the responsibility of developing messaging for the general public on SSA building accessibility and functions.</p> <p>According to the County of Santa Clara Mass Care Plan Annex, Care and Shelter of Unaccompanied Minors –January 2015, such messaging will include educating minors regarding where to seek shelter and safety, educating the public regarding the process to follow if an unaccompanied minor is found, educating parents and caregivers regarding how to locate and reunify with their missing children, and educating non-Red Cross spontaneous and mega shelters regarding procedures for unaccompanied minors. All such information dissemination will be coordinated with the Public Information Officer.</p>

	<p>Messages for minors will include: reporting to police stations and Red Cross shelters; the locations of police stations and Red Cross shelters; and calling the Child Abuse and Neglect Center (CANC) hotline number for assistance.</p> <p>Messages for the general public will include: calling the Child Abuse and Neglect Center (CANC) hotline for assistance.</p> <p>Messages for parents will include: to whom to report a missing child; the information needed for missing children's reports; how to obtain information on potential child whereabouts; and the process for verification of identity and reunification.</p> <p>Messages for spontaneous and mega shelters will include: calling the Child Abuse and Neglect Center hotline number for assistance, and procedures for unaccompanied minors.</p> <p>The County of Santa Clara Public Information Officer (PIO) at the Emergency Operations Center (EOC) is responsible for speaking to media outlets (television, radio, and print), issuing press releases and handling other aspects of public relations at the EOC, including languages other than English. SSA will provide the PIO with messaging on unaccompanied minors. Information may be disseminated to media outlets and/or the County website. Messages will be given via radio when other communication channels are down.</p> <p>DF DFCS will provide information to the SSA Information Services Department (ISD) to update online information on the SSA website. DFCS can also provide messaging to 2-1-1, and to AlertSCC, through the SSA Office. The Red Cross PIO will coordinate with SSA and the County PIO for messaging regarding unaccompanied minors.</p>
Essential Function:	7. Communication with volunteers
Process Description:	Communication with the Volunteer Case Aide Program is through the Volunteer Case Aide Program Coordinator. Requests by social workers for volunteers are made through a Volunteer Request Form; no requests are made directly to Volunteer Case Aides to fulfill tasks, such as providing respite care for caretakers, transporting children, supervising visits, tutoring, mentoring, and

	<p>watching children while parents attend appointments. Social workers must inform the Program Coordinator or Case Aide Coordinator when the need for services changes or ends. Volunteers are screened and trained; no spontaneous volunteers will be utilized for any direct contact with clients.</p> <p>Some children who are court dependents are served by Court Appointed Special Advocates through Child Advocates of Silicon Valley, who are volunteers trained and cleared by that agency. DFCS will ensure the collaboration and information sharing with Child Advocates assigned to children affected by a disaster.</p> <p>The Collaborative Agencies' Disaster Relief Effort (CADRE) is a program of the Volunteer Center of Silicon Valley in partnership with the Santa Clara County Emergency Managers Association, which unites community-based non-profit organizations to deliver vital services, before, during, and after a disaster. Services include: clothing and furniture, communications, counseling, food, housing, information and referral, legal assistance, shelter, language translation and interpretation, storage, transportation, and volunteers. These services are especially provided to vulnerable populations. CADRE works in concert with the Santa Clara County Office of Emergency Services (OES). In the event of the activation of the Emergency Operations Center (EOC), CADRE is part of the Public Welfare Branch of the EOC. Requests for CADRE services for DFCS clients are to be communicated through SSA representation in the Public Welfare Branch.</p>
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	DFCS is in the process of establishing a toll-free number that includes TTY.
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	The Continuity of Operations Plan (COOP), County of Santa Clara Social Services Agency –April 2015, addresses vital records protection. The COOP states that identification and protection of vital records, files, and databases necessary to perform essential functions and activities, and to reconstitute normal departmental operations following an emergency, are critical to successful continuity of operations. The protection of vital records begins with the identification of those records that are “vital”—records that support the essential functions of a department. To the

	<p>greatest extent possible, departments should back-up electronic records, files, and databases, and pre-position them at alternate facilities/locations. If these items are not available at the alternate facility/location, departments should develop a procedure to access these items from the alternate facility/location.</p> <p>Accordingly, the COOP identifies the names of vital files, records, and databases; their current location; primary format; back-up/redundancy information; persons/entities responsible for maintenance, retrieval, and security; accessibility from alternate locations; and security considerations. There are plans for preservation, back-up, and retrieval of each vital record.</p> <p>Current case files are kept in file cabinets at the work stations of each social worker. Closed files are kept in the DFCS Clerical area, and older files are kept at a separate retention center operated by an outside contractor. Fire suppression equipment at all locations provides some safeguards against the destruction of records by fire.</p>
Essential Function:	2. Use of off-site back-up system
Process Description:	<p>The Continuity of Operations Plan (COOP), County of Santa Clara Social Services Agency –April 2015, also identifies the systems, computer applications, and equipment that are essential for departments to maintain critical services. A system, application, or piece of equipment is vital if it is necessary to perform essential functions. Accordingly, the COOP identifies each vital system/application/equipment; the essential function it supports; the current location; and its backup/redundancy.</p> <p>The COOP also identifies communications equipment and systems necessary to support essential functions, and the numbers available at alternate locations, with emphasis on those facilities that have back-up electric power generators (333 W. Julian St., San Jose, and 1867 Senter Rd., San Jose).</p> <p>There are alternative means to access CWS/CMS. If the servers located at 333 W. Julian Street, San Jose are operational but computers at the main DFCS office at 373 W. Julian St. are not accessible or operational, staff can use computers to access CWS/CMS from the Receiving Assessment and Intake Center (RAIC), or from two child welfare offices located in Gilroy. A limited</p>

	number of staff have Citrix access from remote locations in Santa Clara County and VPN access through tokens from the state. Access is also possible through other County Social Services agencies in the state.
CWS Disaster Response Criteria F:	Coordinate services and share information with other states and counties, include a description of the process utilized by the county to ensure that information regarding children placed pursuant to the Interstate Compact on the Placement of Children (ICPC) occurs with both the sending state and CDSS:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process must include a process that disseminates information to both the sending state and CDSS
Process Description:	<p>Children placed in Santa Clara County through the ICPC from other states will be provided the same response and services process as is described in Response Criteria A: Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster. In that event, the social worker will work through the DFCS ICPC Coordinator to provide the sending state's Compact Coordinator and the sending state's originating agency social worker a status report on the child and how the child is impacted by the disaster, a report on what services are being provided to the child and caretaker to address the impact, and an inquiry as to whether the sending state requests any change in plans for the child.</p> <p>In the event of a disaster in another state in which a DFCS child is placed through the ICPC, the assigned DFCS social worker shall contact the receiving state to inquire about the status of the child placed there.</p>
Essential Function:	2. Mental health providers
Process Description:	DFCS and public and private mental health providers will work together to coordinate the continuation of services for existing clients, especially for the priority contact children and caregivers identified in section A. 2 of this report, and to provide services to new clients, especially to address issues of loss, grief, and trauma; crisis intervention and stabilization of mental health and placements.
Essential Function:	3. Courts

Process Description:	DFCS will follow the protocol of the Superior Court Continuity of Operations Plan in Santa Clara County, which addresses setting up operations in an alternate location, and processes of communication with collaborative agencies regarding how the Juvenile Court would continue operations.
Essential Function:	4. Federal partners
Process Description:	Coordination with Federal partners will be conducted through CDSS
Essential Function:	5. CDSS
Process Description:	DFCS will follow the requirements established by CDSS as overseer of CWS Disaster Response Plans.
Essential Function:	6. Tribes
Process Description:	There are no Federally recognized tribes located within Santa Clara County, but there are children of Native American heritage, many of whom are affiliated with Federally recognized tribes. There are agencies for Native Americans located within Santa Clara County, such as the Indian Health Center, which are consulted and engaged in provision of services to common clients, and can be instrumental in provision of services to children with Native American heritage affected by disaster. DFCS follows the provisions of the Indian Child Welfare Act (ICWA) to notice and communicate with tribes to participate in the Juvenile Court process, and supports the involvement of non-Federally recognized tribes in the Juvenile Court process, as described in Welfare and Institutions Code 306.6.
Essential Function:	7. Volunteers
Process Description:	See the information contained in section D.7 of this report.

